

Much has been accomplished at MSD over the past decade. Stormwater drainage problems and extending sanitary sewer service have been areas of major emphasis. Old package wastewater treatment plants have been acquired and are being eliminated with new trunk sewers each year. Flood protection and industrial waste programs remain high priorities. And developing partnerships with the business community on industrial waste and land development issues will continue to be a major part of our vision in providing our customers a clean, green and growing community.



During the past year alone, MSD has spent more than \$85 million on capital projects to improve the quality of life in the metropolitan area. Most of those projects have been built without the benefit of tax revenues or grants. Each dollar is an investment of our customers through their monthly billings. As a nonprofit public utility, MSD is charged with using our customers' dollars in the most efficient, cost-effective ways.

With that in mind, MSD has begun to redefine itself as an organization that will better serve our customers while minimizing costs. Our Customer First initiative is paying off.

The most efficient way to do that is by managing our entire service area through watershed management. By dividing the service area into six separate watersheds and assigning employees as team members in each watershed, we are better able to focus available funding on the most pressing customer concerns and water quality issues in each particular watershed. For instance, sewer expansion might be the number-one priority in one watershed, while combined sewer overflows may be the highest ranking issue in another watershed.

This new approach allows the watershed area teams a constant and more personal look at the problems in their assigned watershed. It also provides a higher level of customer participation in prioritizing MSD's budget in each area.

MSD considers watershed management to be the future in solving water quality issues as we move into the 21st century. As the concept develops, we should all benefit from a higher level of service at the lowest possible costs.

Our 1997-98 annual report will bring you up to date on what was accomplished last year but, more importantly, will provide you a guide for future growth and improvement.

We hope you enjoy the report. Feel free to call or write with comments or suggestions on how we might better serve you and your neighbors.

GORDON R. GARNER  
*MSD Executive Director*

REBA DOUTRICK  
*MSD Board Chairperson*

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*Foamflower  
Tiarella  
corolifolia*



## MSD BOARD OF DIRECTORS

*As you read this report, you will notice photographs of plants on many pages. It's our way of introducing you to a new environmental initiative at MSD.*

*MSD's environmental commitment has been expanded to include promoting native plants. Unlike exotic plants, which do not naturally grow in this area, native species are naturally well-suited to our local soils, wet springs and long, hot summer droughts. When MSD restores a landscape after constructing a capital project, we encourage our customers to accept native species.*

*More than 3,000 different plants grow naturally in Kentucky. Many of these native trees, shrubs, wildflowers and grasses are beautiful landscape plants. The flowering plants that grace these pages are all native to our area. They were once common here, but have been overwhelmed by competition from non-native fescues, Johnson grass, burning bush and other exotic species.*

*As a demonstration project, MSD has been restoring the landscaping around the Main Office and Cabel Street maintenance facility. Have a look at these native species landscapes the next time you pass by them. Enjoy first-hand our urban native landscape made up of redbud, yellowwood, fragrant sumac, elderberry, sassafras, serviceberry, black haw, coneflower, prairie coneflower, blazing star, fire pink, butterfly milkweed, alum plant, foam-flower, sunflowers and asters - to name a few!*

*And visit our web site at [www.msdlouky.org](http://www.msdlouky.org) for more information.*



**REBA DOUTRICK**  
Chairperson  
Term Expires:  
July 31, 2000



**DAN R. ISON**  
Committees:  
Personnel, Budget/Audit  
Term Expires:  
July 31, 1999



**AL BRUNNER**  
Committees:  
Personnel, Policy  
Term Expires:  
June 30, 1999



**BENJAMIN K. RICHMOND**  
Committees:  
Budget/Audit (chairperson),  
Personnel  
Term Expires:  
June 30, 1999



**FRED DALLENBACH**  
Committees:  
Policy, Budget/Audit  
Term Expires:  
June 30, 2000



**ROY L. TURNER**  
Committees:  
Personnel (chairperson),  
Policy  
Term Expires:  
July 31, 2001



**CHARLES I. HORTON**  
Vice Chairman  
Committees:  
Policy (chairperson),  
Budget/Audit  
Term Expires:  
July 31, 2001



**BEVERLY WHEATLEY**  
Committees:  
Budget/Audit, Policy  
Term Expires:  
June 30, 2001

The MSD Board is a group of eight citizens appointed to represent our customers' interests. Four members are appointed by Jefferson County Judge/Executive Rebecca Jackson, with the approval of Jefferson Fiscal Court, and four are appointed by Louisville Mayor David L. Armstrong, with the approval of the Board of Aldermen.

Seven members represent a different State Senatorial District in Louisville and Jefferson County, ensuring broad-based representation for the entire community. One member serves at large. All members serve three-year staggered terms, and can be reappointed. Board meetings are scheduled twice a month, usually on Monday mornings at MSD's Main Office Building, at 700 West Liberty Street. Our customers are always invited to attend.

For the third year in a row, the Board has been led by Chairperson Reba Doutrick.

The 1997-98 MSD Annual Report is dedicated to Ms. Sandra Metts, who retired from the MSD Board in July 1997.



Ms. Metts, who is president of the Metts Company, Inc., began her service on the MSD Board in July 1986. During her years of service, she was on the Board Budget/Audit and Policy Committees. She served as the Board Vice-Chair from 1988 until 1992. She became MSD Board Chairperson in 1992 and served in that position until her retirement.

During her tenure, MSD emphasized a strong commitment to improved customer service, while expanding service to an average of 4,000 new customers each year. In addition, Ms. Metts oversaw the groundbreaking and completion of the Cedar Creek Wastewater Treatment Plant, which expanded service opportunities to the Fern Creek area. Under her leadership, MSD began a \$26 million investment in long-term upgrades to the Morris Forman Wastewater Treatment Plant, and a \$40 million investment in a new biosolids processing facility, which will provide land application alternatives for treated solids; reduce energy costs and minimize odors from plant operations. The storm drainage neighborhood program was a major success of her term.

Her service to other groups, such as the Business and Professional Women's Organization, has assisted many others in starting their own businesses and improving their professional opportunities. In 1997, MSD nominated her for the Woman of the Year Award, which she won.

She continues to share her talents with the community, and MSD salutes her.



*Yellow Lady's-Slipper*  
*Cypripedium calceolus*  
var. *pubescens*